- Avg. Interval - Virtual Collocation
  Standard: 105 Business Days

  LCUG Reference: <u>None</u>

- UNE: On Time Commitment:

  - % Cut-over Window Met - INP Only
  - % Cut-over Window Met - Hot Cuts

  Standard: Cut-over to be completed within a one hour window. 5 Minute Physical Cut. Customer to be without outgoing call capability for no more than 5 minutes.

  LCUG Reference: <u>None</u>

  - Time Customer without In-bound service:

  Standard: One Hour Translation Cut-over Window. It is recognized that a switch will take recent change translations in a queuing process. The standard is to ensure that the disconnect and "new" portion order translations will be worked together such that the customer will be without incoming calls for no more than 15 minutes.

  LCUG Reference: <u>None</u>

- Installation Quality: NXX Updates

  - Verification of NXX Updates: BA-NY uses VETS system to ensure update of NXX codes and acts on test results and provides positive report of activation. [time frame of notification TBD].
  Standard: 100% within 5 days of LERG effective date

  LCUG Reference: <u>LCUG OP3</u>

Trouble Reporting: (OSS)

Metric O: Response Time OSS Interface:
"Response time" is defined as time (in seconds) that elapses from the submission of a query request to the receipt of a response by the requesting carrier (at the access platform for CLECs and directly to OSS for BA). (Does not apply to GUI interface). Not CLEC specific.

Interim Guidelines for Carrier to Carrier Performance Standards & Reports
New York State
January - December 1998

<u>BA-NY Methodology</u>:

Sample via simulation of Service Representatives' (both BA and CLEC) requests using Sentinel System. Ten Transactions per hour per transaction type, Monday - Friday 8 AM to 5 PM. [NOTE: implementation of RETAS comparable measures is behind schedule - retail simulation is an issue. MLT response times still under development.] Because of the significant difference in RETAS vs. direct OSS functionality, the standard and methodology to capture OSS response time for repair will be reviewed during 1998.

LCUG Reference: <u>LCUG GE1</u>

Report Level:
Geography: <u>New York State</u>
Reported for:
BA Retail
CLEC aggregate

<u>Reported Sub-metrics :</u>

BA-NY Reports:

Average Response Time:	<u>BA-NY Standard</u>	<u>Reported Product Groups</u>	<u>FCC/BA Measure</u>
66. Create Trouble	Parity plus ≤ 4 seconds [5]	• OSS	
67. Status Trouble	Parity plus ≤ 4 seconds	• OSS	
68. Modify Trouble	Parity plus ≤ 4 seconds	• OSS	
69. Request Cancellation of Trouble	Parity plus ≤ 4 seconds	• OSS	
70. Trouble Report History (by TN/Circuit)	Parity plus ≤ 4 seconds	• OSS	
71. Test (POTS only)	Parity plus ≤ 4 seconds	• OSS	

<u>FTR:</u>

FTR could offer direct OSS access at parity to CLECs. FTR does not provide test (POTS) function.

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[5] Because of the significant difference in RETAS vs. direct OSS functionality, the standard and methodology to capture OSS response time for repair will be reviewed during 1998.

BA-NY Reports all maintenance data as follows::

Report Level:
Reported at CLEC aggregate, CLEC Specific and BA Retail
Geographic Reports:
POTS: Four Market Areas: Manhattan, Greater Metro, Suburban and Remaining NY State.
Specials and Trunks: Lata 132 and Remaining NY State

Metric P - Network Trouble Report Rate:

Total Initial Customer Troubles reported on regulated services by customer, where the trouble disposition was found to be a network problem. (Disposition Codes 3-Drop, 4-Loop and 5-Central Office) per 100 lines/circuits in service. Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Provided Equipment (CPE) troubles, and troubles reported but not found upon dispatch (Found OK and Test OK). Also excludes troubles closed due to customer action. Trouble reports on services such as Voice Messaging are excluded (considered CPE). % Subsequent Reports: Troubles called in while a trouble is still pending. *(Interconnection Trunks)* BA Retail interoffice message trunk includes IXC FG D performance.

LCUG Reference: LCUG MR3

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
72. Network Trouble Report Rate	Parity with BA Retail Note: UNE [6]	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	FCC

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[6] Standard must be assessed in conjunction with loop and co level performance. Mix of loop versus co UNEs will vary among CLECs and to BA. See number 73 & 74.

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
73. % Subsequent Reports	Parity to be assessed in conjunction with Missed appointments	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	
74. Network Trouble Report Rate - Loop	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	FCC
75. Network Trouble Report Rate - Central Office	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	FCC

FTR Reports:

Report Level:
>   **Geographic Reports: Company**

For FTR Retail:
>   FTR reports Customer trouble reports consistent with current NY PSC guidelines. FTR tracks the number of network trouble reports and subsequent reports by carrier and disposition code. (Number of troubles to be provided, rate to be calculated by CLEC)

Reported Product Groups: • **Retail POTS** *(Requires Development)* • **Resale POTS**	FTR Standard
72. Customer Trouble Report Rate	Parity with FTR Retail
73. Number of Subsequent Reports	Parity to be assessed in conjunction with Missed appointments

Metric Q - % Missed Repair Appointments:
POTS services For Initial Customer Trouble Reports, found to be network troubles (Disposition Codes, 3, 4 and 5), where the actual restoration time occurs after the committed restoration time.

>   Dispatched Troubles: Troubles reports found to be in drop wire or outside plant. Disposition codes 3 or 4.

Not-Dispatched Troubles: Troubles reports found to be in central office, including wiring and translation troubles. Disposition codes 5.

BA-NY Notes:

Standard: [NOTE] Until WFA system implementation is completed, the UNE Clock for appointments uses fixed 24 hour interval. Manual intervention is occurring to manually change appointment intervals to LMOS clock. MTTR should also be monitored for UNEs until clock can be modified on an automated basis.

LCUG Reference: LCUG MR4

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
76. % Missed Repair Appointments - Dispatched (Loop)	Parity with Retail	• Retail POTS • Resale POTS • UNE POTS	FCC
77. % Missed Repair Appointments - Not Dispatched (CO)	Parity with Retail	• Retail POTS • Resale POTS • UNE POTS	FCC
78. % Missed Repair Appointments - Total	Parity with Retail	• Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	

FTR Reports:

Report Level:
Geographic Reports: Company

Reported Product Groups: • **Retail POTS** *(Requires Development)* • **Resale POTS**	FTR Standard
78. % Missed Repair Appointments	Parity with Retail

Metric R - Mean Time to Repair [Time to Restore]:

Mean Time to Repair: For Initial Customer Trouble Reports, found to be network troubles, the average time from trouble receipt to trouble clear. For POTS-type services this is measured on a "running clock" basis. For BA-NY, run clock includes weekends and holidays. For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when testing is occurring, BA is awaiting carrier acceptance, or BA is denied access).

LCUG Reference: LCUG MR1

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
79. Mean Time to Repair	Parity with BA Retail Note: UNE [6]	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	FCC
80. Mean Time to Repair - Loop Trouble	Parity with BA Retail	• Retail POTS • UNE POTS	
81. Mean Time to Repair - CO Trouble	Parity with BA Retail	• Retail POTS • UNE POTS	

FTR Reports:.

Report Level:
Geographic Reports: Company

Reported Product Groups:
    • **Retail POTS** *(requires development)*
    • **Resale POTS**
	FTR Standard

79. Mean Time to Repair	Parity with FTR Retail

Metric S - % Out of Service > 24 hours:

The percentage of network troubles (Disposition Codes, 3, 4, and 5) that indicate an out of service condition, cleared more than 24 hours after receipt of trouble report. Out of Service means that there is no dial tone, the customer cannot call out, or the customer cannot be called. Eight performance measures reported. The Out of Service period commences when the trouble is entered into BA's designated trouble reporting interface. **% within X hours:** Those out of service troubles with duration times less than X hours as a percent of total troubles out of service. BA-NY includes weekends and holidays.

LCUG Reference: LCUG MR1

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
82. % Out of Service > 2 hours (blocking)	parity with BA Retail	• BA Interoffice Message Trunks • Interconnection Trunks	
83. % Out of Service > 4 hours	parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	
84. % Out of Service > 12 hours	parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS • BA Interoffice Message Trunks • Interconnection Trunks	
85. % OOS > 24 Hours	parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	FCC

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
86. % [All troubles] Cleared within 24 Hours	parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	

FTR Reports:.

Report Level:
    Geographic Reports: Company

Reported Product Groups:
   • **Retail POTS** *(requires development)*
   • **Resale POTS**
	FTR Standard

83. % OOS < 24 hours	parity with FTR retail
84. % Troubles (excluding OOS) < 72 Hours	parity with FTR retail

Metric T - % Repeat Reports w/in 30 days:
The percentage of troubles that originated as a disposition code other than CPE or a customer code that has an additional trouble within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. Initial troubles exclude customer action, Front end close out (BA) and CPE found troubles. Eight performance measures reported.

        LCUG Reference: LCUG MR2

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
87. % Repeat Reports within 30 days	parity with BA retail	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	FCC

Maintenance Standards not included in Reports:

BA-NY:

- **Trouble Closure/ Jeopardy Status:** Timeliness of receipt of notice of jeopardy of Trouble Closure Status (missed commitment with new date/time)

  - Trouble Management System is updated by technician. CLEC to monitor status. Additionally, trouble closure status via call to CLEC from BA-NY CATC with optional serial number or initials provided by CLEC reporting trouble.

    LCUG Reference: None

- **FTR:** FTR provides hourly faxed report of trouble closure.

Network Performance:

Metric U - % Final Trunk Blockage:

Dedicated FinalTrunks: A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a BA Access Tandem to a CLEC switch. In an access tandem area where Bell Atlantic's common end office to tandem trunk groups carrying Bell Atlantic local traffic are designed to the B.005 blocking standard, Bell Atlantic will engineer dedicated final trunk groups to the CLECs at a design blocking standard of B.005. In an access tandem area where Bell Atlantic's common end office to tandem trunk groups carrying Bell Atlantic local traffic are designed to the B.01 blocking standard, Bell Atlantic will engineer dedicated final trunk groups to the CLECs at a design blocking standard of B.01. The percentage of BA to CLEC dedicated final trunk groups exceeding the applicable blocking design standard (either B.01 or B.005) will be reported.

Common Final Trunk Blockage: Common final trunks carry traffic between BA end offices and the BA tandem, including local traffic to BA end offices and the BA tandem, including local traffic to BA customers as well as CLEC customers. The percentage of BA common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported.

Additional Information/Definition of Blocking Standards: The system used to measure network trunk group performance is TNDS (Total Network Data System). Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of BA trunk groups exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design blocking standard. The tables below specify the blocking threshold (Service Threshold) under which Bell Atlantic operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.01 design, this is trunk groups exceeding a threshold of about 3% blocking. For B.005 design, this is trunk groups exceeding a threshold of about 2% blocking. (Consistent with industry BOC notes on the network guidelines.)

The Trunk Forecasting Guideline sub- team should continue to review trunk blockage in conjunction with forecasting guidelines during the interim period.

BA-NY Reports:

		BA-NY Standard	Reported Product Groups	FCC/BA Measure
88.	% Final Trunk Groups exceeding blocking design standard	parity with BA Retail Interoffice Trunks	• BA Interoffice Message Trunks (Common Final Trunk Groups) • Interconnection Trunks (CLEC) (Dedicated Final Trunk Groups)	parity with BA Retail

Network Performance Standards not included in Reports:

• **Switching Performance**

> **LCUG Reference:** LCUG NP1

> **Standard:** Parity with Retail - by design of switch

Switching Machine Standards:

	Reported to NY PSC
Switching Performance - PSC Standards	
• Percent Blockages & Failures	0.0 - 1.0 (weakspot > 2.1)
• Percent Incoming Matching Loss	0.0 - 2.1 (weakspot > 2.8)
• Percent Dial Tone Speed over 3 Seconds	0.0 - 1.5 (weakspot > 2.6)

Switching Index Standards by Switch Type:

The switching index takes a number of factors, weighs them and calculates an overall score. The overall objective is 95.5 and up for each switch. Individual performances may fall below threshold, but not necessarily drop the index below. This is an overall indicator of switch performance.

Thresholds based on industry standard guidelines and vary with switch manufacturer.

The performance is grouped into two categories machine access and machine switching

machine access measurements designed to reflect difficulties experienced by the customer in obtaining service from the switching equipment.
machine switching measurements of customers' call attempts (or incoming call attempts from

Switching Performance Index Plan - 1/1A ESS	LCUG NP1/IUE1
a) Machine Access	Threshold
• Cust. Receiver Digit Overflow	1.00
• Blocked Dial Tone	8.00
• Receiver Attachment Delay Receiver	0.20
b) Machine Switching	
• Cutoff Call Failures	0.15
• F-SCAN Failure	0.65
• Hardware Lost Calls	22.00
• Load Balance	90.00
• Matching Loss	1.80
• Maintenance Interrupts	0.40
• Equipment Outage	0.60
• Trunk to Trunk Memory Overflow	0.01
Switching Performance - Index Plan - 5ESS	
a) Machine Access	Threshold
• Tone Decoder Overflow	1.00
• Tone Decoder Attached Delay	0.10
• Dial Tone Speed	33.34
b) Machine Switching	
• Facility Cutoff Calls	2.00
• Remote Module Stand Alone Time	0.50
• Initializations SM/RSM	1.00
• Interrupts (AM)	80.00
• Maintenance Usage	50.00
• Audits	10.00
• Equipment Outage	1.00
• Equal Access	100.00
Switching Performance - Index Plan - DMS100	
a) Machine Access	Threshold
• Dial Tone Speed	33.34
• Receiver Queue	0.00
b) Machine Switching	
• Transmitter Time-outs	16.00
• Errors	50.00
• Equal Access	100.00
• Equipment Outage	1.00
• RLCM RSC Emergency Stand Alone	5.00

Billing:

BA-NY Reports:

Report Level:
Geography: New York State

Metric V - Timeliness of Daily Usage Feed (DUF):

Measures the number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed. Measured in percentage of usage records transmitted within 3, 4, 5, and 8 business days. Four measures to be reported. One report covers both UNE and Resale.

LCUG Reference: LCUG B11

BA-NY Notes:

Usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all CLECs is collected at the same time as the ILECs. Study to assess BA parity requires additional development or special study.

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
89. % DUF in 3 Business Days	parity with BA retail	• Resale/Unbundled Elements (combined)	FCC
90. % DUF in 4 Business Days	parity with BA retail	• Resale/Unbundled Elements (combined)	FCC
91. % DUF in 5 Business Days	parity with BA retail	• Resale/Unbundled Elements (combined)	FCC
92. % DUF in 8 Business Days	parity with BA retail	• Resale/Unbundled Elements (combined)	FCC

Metric W - Timeliness of Carrier Bill:

Measures the percent of carrier bills ready for distribution to the carrier within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges. One measure reported.

LCUG Reference: LCUG B12

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
93. Timeliness of Carrier Bill	98% within 10 Business Days	• Resale/Unbundled Elements (combined)	FCC

Billing Standards not included in Reports:

- **Accuracy**

    LCUG Reference: LCUG BI3 & 4

<u>BA-NY Notes:</u>
1. BA-NY monitors level of service order errors with the potential of delaying usage feeds.
2. BA-NY monitors the timeliness of the usage feed to the process on a daily basis
3. BA-NY offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery.

    Standards: (To be developed)
    - XX errored records/million
    - XX missing records/million

This issue will be reviewed throughout 1998. CLECs will monitor and track ILEC performance. Standards to be developed. BA-NY has no ability to measure and report.

Operator Services Processes and Databases

- **Operator Assistance Calls (Call Completion Services)**
    - **Average Speed of Answer**
        Standard: Parity with Retail

- **Director Assistance Calls**
    - **Average Speed of Answer**
        Standard: Parity with Retail

    LCUG Reference: LCUG OS/DA1

<u>BA-NY Notes</u>: BA-NY's Operator Call Distribution Systems handle all traffic on a first come first serve basis, regardless of CLEC or originating trunk group. (Identification of CLEC for branding or billing does not impact call distribution.) BA-NY measures Average speed of answer for Operator Services and utilizes individual state standards for Speed of Answer. Speed of Answer is reported to the NYPSC.

- **Performance of LIDB, routing and OS/DA platforms**

- **LIDB performance**

    - **LIDB reply rate to all query attempts**
      <u>Standard</u>: Bellcore produced standard

    - **LIDB query time out**
      <u>Standard</u>: Bellcore produced standard

    - **Unexpected data values in replies for all LIDB queries**
      <u>Standard</u>: 2%

    - **Group troubles in all LIDB queries Delivery to OS platform**
      <u>Standard</u>: 2%

- **Performance of 800 Database**
      <u>Standard</u>: Bellcore produced standard

- **Performance of AIN**
      <u>Standard</u>: Bellcore produced standard

    LCUG Reference: <u>LCUG IUE2</u>

<u>Reported Sub-metrics :</u>

BA-NY Reports:

- No Reports on Operator Services or Databases

Interim Guidelines for Carrier to Carrier Performance Standards & Reports
New York State
January - December 1998

Product Group Definitions:

Bell Atlantic Retail and Resale:

POTS services include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex, Basic ISDN and PBX trunks.

Special Services ("Specials") are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit).

Unbundled Network Elements:

POTS services include all non-designed loops, (including premium loop) central office analog ports, NIDS, house and riser cables. Elements out of a local central office on the line side. Also includes features and Number portability.

Special Services ("Specials") are services that require engineering design intervention. These include such services as: foreign exchange services (a "POTS" type service served from a central office other than the office serving that geographical area through the use of interoffice facilities), high capacity services (DS1 or DS3), Primary rate ISDN, digital services and private lines.

Interconnection Trunks:

Includes switched access CLEC trunks carrying originating traffic between BA and CLEC offices. Includes End Office and Tandem trunks, Tandem Transient, Tandem subtending, Meet point A, B and C Signaling Links are included in trunk performance measures. For Provisioning performance, Bell Atlantic Retail trunks are IXC Feature Group D Switched Access Trunks. Bell Atlantic inter-office trunks are not captured in provisioning order systems for tracking. Maintenance performance for Bell Atlantic retail trunks includes all Bell Atlantic inter-office and IXC feature group D switched access Trunks.

Product Interval Summary

EXPANDED INTERCONNECTION/COLLOCATION:

Product:	BA-NY Interval	FTR Interval
Interconnection Trunks (DS1 Systems):		
Until 12/31/97:		
(a) Establishment of New Trunk Groups:		
(i) 1 - 96 Trunks (facilities available)	60 Days	45 Days
(ii) > 96 Trunks	Negotiated	
(b) Additions to Existing Trunk Groups:		
(i) 1 - 96 Trunks (facilities available)	30 Days	30 Days
After 12/31/97:		
(a) New or Additions to Trunk Groups:		
(i) 1 - 192 Trunks (DS3 facilities available)	18 Days	see above
(ii) > 192 Trunks (or no facilities)	Negotiated	
SS7 Ports and Data Base Interconnection	Negotiated	Negotiated
Physical Collocation Space		
(a) Where space is available	76 Days	76 Days
(b) Where space is not available		
(i) Notification of space unavailability	10 Days	10 Days
(ii) From Notification	Negotiated	Negotiated
Virtual Collocation Space		
(a) Where space is available	105 Days	Negotiated
(b) Where space is Not available		
(i) Notification of space availability	14 Days	15 Days
(ii) From Notification	Negotiated	Negotiated

UNBUNDLED ELEMENTS:

UNE - POTS Type Services:	BA-NY Interval	FTR Interval
PORTS:		
Analog Switch Port - After establishment of Switch:		NA
(a) 1-9 Lines (per order)	2 Days	
(b) 10-19 Lines (per order)	5 Days	
(c) 20-100 Lines, and if fac's are available	10 Days	
(d) Other	Negotiated	
Effective 1/1/98:		
(a) 1-19 Lines	2 Days	
Basic Rate Interface - ISDN Port		NA
(a) Local: 1 - 12 lines	8 Days	
(b) Virtual: 1 - 12 lines	12 Days	
(c) Over 12 lines	Negotiated	

UNBUNDLED ELEMENTS (continued):

Product:	BA-NY Interval	FTR Interval
PORTS: *(continued)*		
Feature Change (UNE):		NA
(a) Basic Features: Call Waiting, Call Forwarding & 3 Way Calling:		
• Received by 3 p.m. (EST)	Same Day	
• Received after 3 p.m. (EST)	Next Day	
(b) Other Features: Caller ID	4 Days	
(c) Suspend, Block or Restore Orders	Same Day	
(d) Disconnect Orders: (Translation change - no dispatch)	4 (business) Hours	
LINKS:		
Basic Link (SVGAL) - Hot Cut	5 days	5 days
Basic Link (SVGAL) (2 Wire Analog) - New Line		
(a) 1 - 5 lines	Smarts Clock	5 days
(b) 6 - 9 lines	10 days	10 days
(c) 10+ lines	negotiated	negotiated
Premium LINK (Two-Wire Digital) - New Line		
(a) 1 - 5 lines	Smarts Clock	negotiated
(b) 6 - 9 lines	10 days	
(c) 10 + lines	negotiated	
NUMBER PORTABILITY:		
Interim Number Portability: - Associated with Loop Hot Cut	5 days	5 days
Remote Call Forwarding ("RCFs")or INP-T if Facilities (trunking) are already in place and Facilities and/or Ports on BELL ATLANTIC and CLEC switches are available: (Stand alone number portability orders only, without unbundled links):		
(a) 1-9 Lines/numbers	2 days	5 Days
(b) 10-19 Lines	5 Days	5 Days
(c) 20-100 Lines, and if fac's are available	10 Days	Negotiated
(d) Other	Negotiated	Negotiated
Effective 1/1/98:		
(a) 1-19 Lines	3 Days	5 Days
Local Number Portability (LNP)		
(a) 1-19 Lines/numbers	3 Days	NA
(b) 20-100 Lines	10 Days	
(c) Over 100 Lines	Negotiated	

UNBUNDLED ELEMENTS (continued):

Product:	BA-NY Interval	FTR Interval
NETWORK INTERFACE (customer prem.), HOUSE & RISER :		
NID (Customer Premises - Network Interface)	Smarts Clock	NA
House & Riser - New Install	Smarts Clock	negotiated
House & Riser - Hot Cut	5 Days	negotiated

UNE - POTS Combinations: [7]		
Basic Local Service - with or without OS/DA (after completion of joint planning process for Switch Elements)		
Flip to CLEC	2 days or per FCC order	NA

New Lines:
     (a) 1 - 5 lines
     (b) 6 - 9 lines
     (c) 10 + lines
	Smarts Clock
	10 days
	negotiated
		NA

UNE - Special Services:		
PORTS:		NA

Primary Rate Interface - ISDN Port
   (a) 1 - 12 lines
   (b) Over 12 lines
	
	12 Days
	Negotiated	

DS1 - DID, DOD, PBX Port Interface	Negotiated	
Integrated Digital Loop Carrier	Negotiated	
Electronic Key Telephone Port	Negotiated	
Coin Telephone Port	Negotiated	

LINK Products:		

Digital High Capacity Links:
  (a) 1.544 Mbps (DS1) Links:
     ≤ 10 Links (with facilities)
     ≤ 10 Links (without facilities)
     > 10 Links
  (b) 45 Mbps (DS3) Links
	
	6 days
	12 days
	Negotiated
	Negotiated
		NA

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[7] As a result of the Eight Circuit ruling, Bell Atlantic has filed a proposed tariff with the PSC (which is pending before the Commission) to remove this product.

UNBUNDLED ELEMENTS (continued):

Product:	BA-NY Interval	FTR Interval
INTEROFFICE FACILITIES Products:		
SS7 A or B/D Links:	Negotiated	Negotiated
Extended Links: [7]		NA
(a) 1 - 9 Links	16 Days	
(b) 10 or more Links	Negotiated	
Interoffice Facilities (DS1, DS3, Multiplexers)		
(a) When CIP (Customer Interface Panel) required [7]	30 Days	NA
(b) Facilities available	15 Days	
(c) Facilities not available	Negotiated	
OC-n Unbundled IOF	Negotiated	NA

DIRECTORY ASSISTANCE ("DA"):		
CLECs customer's information incorporated into database	2 Days	2 Days
DA Trunks to TOPS Tandem Provisioning Intervals;		(no TOPS tandem)
(a) If Facilities are available	60 Days	Negotiated
(b) If Facilities are not available	Negotiated	negotiated
LINE IDENTIFICATION DATABASE ("LIDB"):		
CLECs customer's information incorporated into database	2 Days	2 Days
OPERATOR SERVICES:		
Provisioning of FG C-type Modified Operator Services Signaling Trunks:		
a) If Facilities are available:	60 Days	NA
b) If Facilities are not available:	Negotiated	
911/E911 SERVICE:		
CLECs customer's information incorporated into the PS/ALI database	2 Days	2 Days
Provisioning of 911/E911 MF Trunks:		
a) If Facilities are available:	60 Days	Negotiated
b) Port Establishment	included in above 60 Days	

RESALE SERVICES:

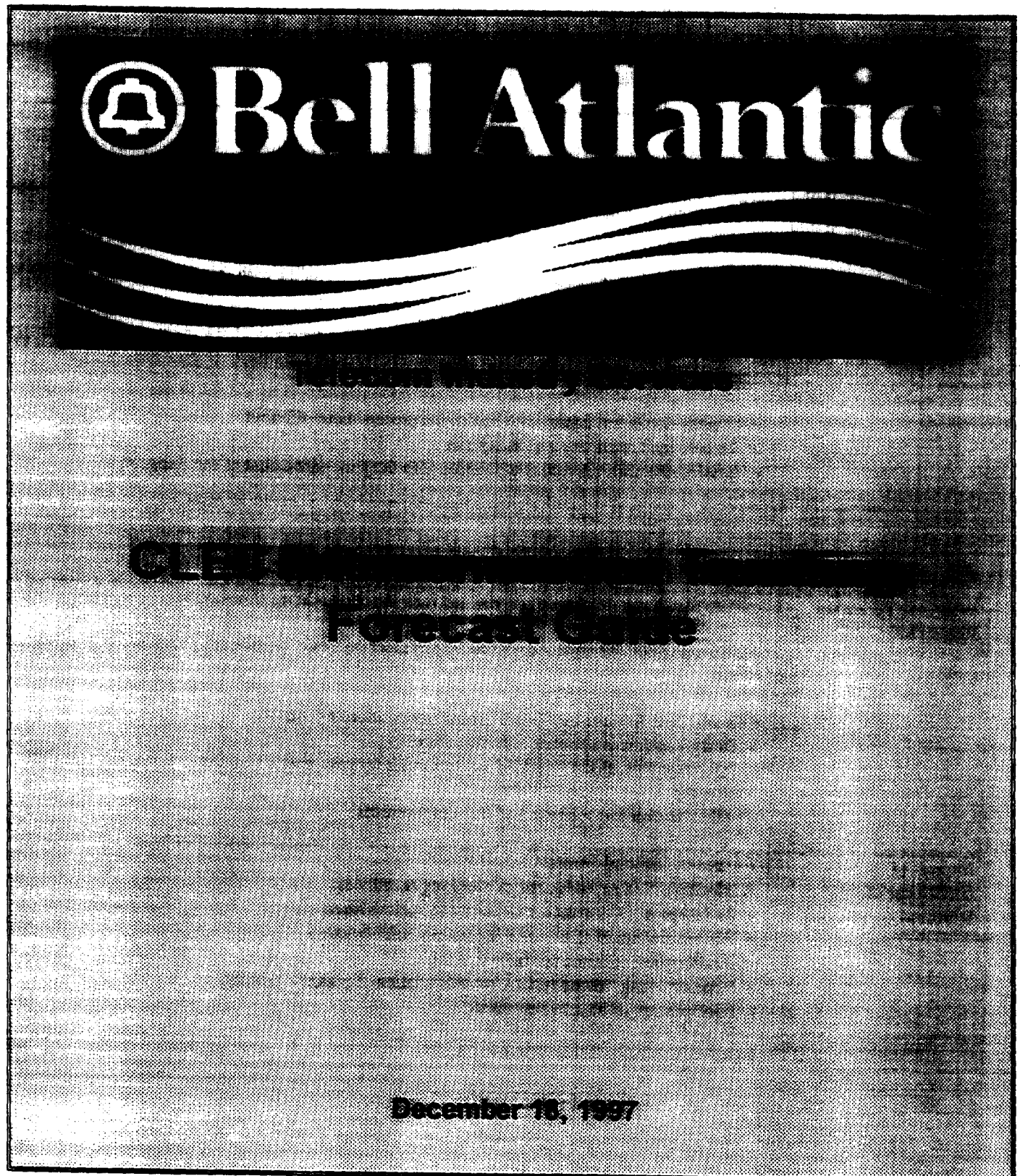| Basic POTS Services:	BA-NY Interval	FTR Interval
Feature Change (Resale or UNE):		
(a) Basic Features: Call Waiting, Call Forwarding & 3 Way Calling:		
• Received by 3 p.m. (EST)	Same day	(1 - 25) 1 Day (26+) negotiated
• Received after 3 p.m. (EST)	Next Day	
(b) Other Features: Voice Mail, Caller ID	4 days	(1 - 25) 2 Days (26+) negotiated
(c) Remote Call Forwarding	3 days	(1 - 25) 1 Day (26+) negotiated
(d) Suspend, Block or Restore Orders	Same day	(1 - 25) 1 Day (26+) negotiated
(e) Disconnect Orders: (Translation change - no dispatch)	4 (business) Hours	(1 - 25) 1 Day (26+) negotiated
Change Existing Account to CLEC Resale Account: Residence or Business Lines, including Analog Centrex, and PBX trunks (a) Change existing Account to Resale	2 days	(1-10) 2 days (11 - 25) 3 days (26+) negotiated
New Lines: Residence or Business Lines, and Analog Centrex,	1-5 lines: Smarts Clock 6 - 9 lines: 10 days 10 + lines negotiated	1-3 Res.: 5 Days 1 - 9 Bus: 5 Days Other: negotiated
ISDN - 2 wire digital (a) Local: (b) Virtual: 1 - 12 lines	1 - 12 lines: 9 days 12+ Lines: negotiated 1 - 12 lines: 12 days 12+ Lines: negotiated	1 - 9 lines: 5 days 10+ Lines: negotiated
PBX Trunks	1 - 12 circuits: 9 days 13-24 ckts.: 14 days 25 - 38 ckts.: 18 days 39 - 50 ckts.: 22 days Over 50: negotiated	1 - 9 ckts.: 5 Days 10 + ckts: negotiated
DID Trunks:		
(a) 1 - 8 Trunks	14 days	negotiated
(b) Over 8 Trunks	negotiated	negotiated
Disconnect Orders - dispatch required:	Smarts Clock	NA

Interim Guidelines for Carrier to Carrier Performance Standards & Reports
New York State
January - December 1998

RESALE SERVICES (continued):

Special Services:	BA-NY Interval	FTR Interval
Analog Private Line :		
(a) 1 - 12 circuits	9 days	7 days
(b) 13 - 24 circuits	14 days	7 days
(c) 25 - 38 circuits	18 days	negotiated
(d) 39 - 50 circuits	22 days	negotiated
(e) Over 50	Negotiated	negotiated
Digital Centrex		
(a) Local: 1 - 12 lines	12 days	(1-9) 5 days
(b) Over 12 lines	Negotiated	(10+) negotiated
ISDN - Primary Rate (1.54 Mbps)		
(a) 1 - 23 lines	12 days	(1-9) 5 days
(b) Over 23 lines	Negotiated	(10+) negotiated
Digital High Capacity services:		
(a) 1.544 Mbps (DS1) - Local Loop $\leq$ 10 with facility	6 days	5 days
$\leq$ 10 without facility	12 days	Negotiated
> 10	Negotiated	Negotiated
(a) 45 Mbps (DS3) Local Loop	Negotiated	Negotiated
Foreign Exchange Services:		
(a) 1 - 9 Lines	21 days	10 days
(b) 10 or more Lines	Negotiated	Negotiated

Note:

1. *All Days are business days*
2. *SMARTS Clock is a system that analyzes work required on an order and compares it to available work forces. Local supervisors input the work force availability on a daily basis in advance. The SMARTS Clock fills up a day's schedule on a first in first out basis until 90% of available force is scheduled. The available work force works both maintenance and installation. Reseller and network element order are in the same queue as the Telephone Company's end users. Intervals can be as short as one day and in most cases, less than five days.*
3. *Negotiated Intervals are dependent on force and facility availability and complexity of services.*

⊕ Bell Atlantic

CLEC Interconnection Trunking
Forecast Guide

December 18, 1997

Introduction

	between CLECs and Bell Atlantic. These guidelines in no way supersede any established or future Interconnection Agreements between Bell Atlantic and individual CLECs. The Bell Atlantic CLEC Interconnection Trunking Forecast Process is an interactive planning process between the CLECs and Bell Atlantic. This recommended process represents a work in progress during the test period in 1998 and may be modified as appropriate.

Test Period

Initial Implementation	The Trunk Forecasting Process will be implemented on a pilot basis in 1Q 1998 to meet the requirements of Bell Atlantic's forecasting and capital budget process. A timeline of implementation and forecast activities is included with this document to identify key milestones.
Evaluation	The Trunk Forecasting Process will be monitored by Bell Atlantic with input from all CLECs to evaluate the success of the forecast process. • Identify necessary changes to make the process more efficient • Recommend changes as a Subgroup • Incorporate changes into the process with the joint agreement of the Subgroup

CLEC Interconnection Trunking Forecast Process

Why Are Forecasts Required?	To ensure that trunk groups do not exceed their design blocking thresholds. To ensure adequate infrastructure planning to meet customer service requirements within standard intervals. CLECs and Bell Atlantic analyze forecast information in order to: • Design optimum network infrastructure. • Prioritize and allocate limited capital funds for next year's switching, transport and OSS projects. • Allocate expense budgets and human resources.
Impact of Unforecasted Demand	Unforecasted Demand Forces: • Blockage that exceeds design blocking thresholds. • Redesign of infrastructure network in various areas. • Sub-optimization of planned aggregate infrastructure. • Reallocation of funds for infrastructure. • Reprioritizing, rescheduling, or cancellation of planned projects. • Reallocation of human resources.

When Will This Trunk Forecast be Provided to Bell Atlantic?	On a quarterly basis, CLECs will be requested to provide Bell Atlantic with at least a two year detailed forecast of its traffic and volume requirements for all CLEC Interconnection Trunking. This should include requirements for both new growth and change in volumes. This forecast should provide volume information on the following types of interconnection trunks: • Local / Toll CLEC to Bell Atlantic • Local / Toll Bell Atlantic to CLEC • 911 / E911 • Directory Assistance • Operator Services • Information Services • IXC Access (Tandem Subtending) • Choke • Busy Line Verification **This forecast must be provided no later than February 1st and quarterly thereafter based on the schedule at the end of this section.** To facilitate the initial forecast, Bell Atlantic's TIS Account Team will send out a letter with a 3.5Mb diskette (with an attached BA Excel forecast spreadsheet) to each CLEC. This diskette will include the forecast template as well as the previous year's forecast and its comparison to actuals. Meetings will be held with individual CLECs as appropriate to review submitted forecasts.
How will feedback be provided on the process?	Bell Atlantic will provide individual CLECs with tracking information on trunking actuals vs. forecasted trunk growth on an annual basis. Bell Atlantic will review the forecast and provide feedback to individual CLECs. The use of quarterly meetings at the request of the CLEC or Bell Atlantic can be used to facilitate this feedback.
Degree of Confidence	The CLEC should strive to provide Bell Atlantic with a high degree of accuracy. The remarks section of the forecast template should be used to identify high priority requirements and indicate special considerations. Bell Atlantic may use the remarks as a guide for discussions at joint meetings.
istribution of the Official Forecast	Forecasts will only be made available to those parties within Bell Atlantic with a need to know and will be in compliance with the appropriate Interconnection Agreements. For example, Bell Atlantic- Telecom Industry Services, Bell Atlantic - Network Forecasting and Network Provisioning groups. Individual CLEC forecasts will not be shared with other CLECs or Bell Atlantic Retail.